

FEDERAL COMMUNICATIONS COMMISSION
FIELD OPERATIONS BUREAU
3575 Koger Blvd., Suite 320
Duluth, Georgia 30136
404 279-4621

92-266

February 10, 1993

ADDRESS REPLY TO:

Debbie Braswell
2632 Buckboard Road
Birmingham, AL 35244

RECEIVED

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Ms. Braswell:

TO SPEED OUR REPLY

We are using this informal way to handle your inquiry and we hope you agree that a prompt response is more important than formality.

Please refer to the item(s) checked below for your reply.

() The enclosed material should give you a better understanding of the situation.

() The information you have requested cannot be handled by this office. Therefore, it has been directed to the Secretary, Federal Communications Commission, Washington, DC 20554. Any additional correspondence regarding this matter should be forwarded directly to that address, attention:

() The information you have requested/provided does not come under the jurisdiction of this agency.

(x) This will acknowledge receipt of your letter. It has been forwarded to Mass Media Bureau, Cable Branch, in FCC Headquarters in Washington, D.C. for an appropriate response. Any further correspondence may be directed to:

FCC
Mass Media Bureau, Cable Branch
1919 M Street, NW
Washington, DC 20554

() Your area comes under the jurisdiction of the office. Your correspondence has been forwarded to that office at the following address:

() Other:


PUBLIC SERVICE DEPT.

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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

2632 Buckboard Road
Birmingham, Alabama 35244
February 2, 1993

Dear Sir,

I have a question concerning cable companies. I would like to know if cable companies, by law, have the right to place a \$3.50 charge on each additional outlet in my home. It seems to me they are no different from the phone companies. They charge a fee for one line with as many jacks as you want.

Thank you for your time and answers.

Sincerely,

Debbie Braswell

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FEB 23 7 39 AM '93
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEB 23 1993

FCC ATLANTA, GA

Rosalie A. Dackerman
347 HARRISON ST
FRANKLIN Sq N.Y 11010

February 10, 1993

92-266

MASS MEDIA BUREAU
F.C.C.
1919 M. ST. N.W.
WASHINGTON D.C. 20554

93020666

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEB 17 11 05 AM '93

To whom it may concern:

I have subscribed to CABLE TV since 1980 -
At the time we agreed to a service that
offered 30 channels - one of which had
to be HBO - There was no option that did
not include HBO - I have been under the
misconception all these years that that
was still the case - Apparently I
have been paying for HBO all these years
when I didn't have to - I did not want it
Then I discovered I was paying an
additional charge for a sports channel
which I thought was a channel that
broadcast some Congressional hearings & other
miscellaneous & extraneous material -

Also I learned to COUNT 0
ELEMENTARY SCHOOL & CHANNELS
2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19,
20, 21, 22, 23, 24, 25, 26, 27, 28, 29


do not add up to 30 - AND my service
NEVER gave me 30 Channels of
BROADCASTING.

They say they include options with
their billing - what they do is
disguise it with a lot of mumbo jumbo
they hope people will not read.

I feel I have been cheated out
of at least \$20 per month in
billing over the last 6 or 7 years

If you require any additional
information I will be happy to
supply it

Thank you

 Rosalind A. Ackerman

CABLEVISIONONE MEDIA CROSSWAYS
WOODBURY NY 11797-2013

FORWARD AND ADDRESS CORRECTION

DATE DUE

01/30/93

PLEASE SEND ALL
INQUIRIES TO
ADDRESS
AT TOP LEFT
OF STATEMENT

AMOUNT DUE

41.90

| | |
|----|--|
| \$ | |
|----|--|

PLEASE RETURN THIS TOP PORTION ONLY, WITH REMITTANCE TO ... Thank You!

PLEASE INDICATE
AMOUNT ENCLOSED

000-01-93-C-C

1 CP 3.83639.7IPCR 25
MR ROBERT DACKERMAN
367 HARRISON AV
FRANKLIN SQUARE NY
11010-2122**CABLEVISION**
OF LONG ISLAND
PO BOX 371442
PITTSBURGH PA
15250-7442

07801 843688 01 8 5 004190

| CABLEVISION | ACCOUNT NUMBER | BILLED FROM | BILLED TO | DATE DUE | INCLUDES PAYMENTS RECEIVED BY |
|----------------|-------------------|-------------|-----------|----------|----------------------------------|
| OF LONG ISLAND | 07801-843688-01-8 | 1/16/93 | 2/15/93 | 01/30/93 | 1/11/93 |

R- 367 HARRISON AV

| | | |
|-----------|-------------------|--------|
| /15 | BEGINNING BALANCE | 83.80 |
| /07 | PAYMENT-THANK YOU | 83.80- |
| /16- 2/15 | FAMILY PLUS | 41.90 |
| /15 | BALANCE DUE | 41.90 |

CUSTOMER SERVICE PHONE NUMBERS:

| | |
|---------------------------|--------------|
| NASSAU RESIDENTS | 516-364-8400 |
| SUFFOLK RESIDENTS | 516-225-5555 |
| REPAIR SERVICE | 516-364-8430 |
| HEARING IMPAIRED(TTY/TDD) | 516-364-2608 |
| NYS CATV COMMISSION | 800-342-3330 |

JAN 16 THRU FEB 15, 1993

THIS MONTH ON PAY PER VIEW: "SISTER ACT," "PATRIOT GAMES" & STEVEN
SEAGAL'S "HOOK." PLUS, DON'T MISS WWF ROYAL RUMBLE, JAN. 24TH!

EX PARTE OR LATE FILED

W. R. Wilkinson
24 Lash Up Lane
Salem, SC 29676

93020656

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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

February 11, 1993

92-266

Federal Communications Commission
Mass Media Bureau
Complaints and Investigations Branch
Washington, DC 20554

Dear Sir:

I am concerned regarding the continual and apparently excessive increases in our local

Waccamaw Cable Advertising: Established To Bring Local TV Advertising To County

Copy provided by
Waccamaw Cable Advertising

The idea is not a new one. In fact, the concept, technology, and business has been around nationally for nearly a decade. In October, 1991, three local business people pooled their resources to form a company that would create a new advertising outlet for local businesses. Waccamaw Cable Advertising's mission since it's inception has been:

1) Serve local advertisers with creative ideas and an affordable outlet for their commercials

2) Provide television advertising services in an honest, professional manner

3) Deliver those services on time and for a fair and competitive price

Waccamaw is the exclusive sales and marketing agent for Horry Telephone Cablevision's system in Western Horry County. The cable system serves most unincorporated areas of Horry County, Socastee west of the waterway, Loris, Aynor, and the Highway 501 corridor from Conway east to the Speedway. By using local cable television, advertisers can direct their message towards specific groups of people.

Targeting age groups, interests and programs makes cable advertising an affordable addition to their overall advertising strategy. Waccamaw Cable Advertising provides full service to local businesses. From script to screen, you are assured of receiving exceptional service from a staff with over 40 combined years of experience in broadcast production and sales. The staff includes Jenny Bloodworth, Vice President of Sales and Marketing; Denny Green, Operations Manager; Bob Scarborough, Administration; Kim Kingsbury, Sales; Annette Carle, Office Manager; and Branan Logan, Production.

DATE FILED

RECEIVED

MAR 22 1993 FEB 16 1993

Received
Feb. 17 3:47 PM '93
93020679
2-9-93
92-2166

Dear F.C.C.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY
FCC MAIL ROOM

We are in serious trouble with the
Cable TV companies and their ~~monopoly~~
Their rates for the standard no-frill
channels are equal to our cost of
telephone service (\$22. per month)
They serve only those areas with

Questions:

4. We have "Home Rule" at our County Government level and you can buy a Cable TV franchise for \$800., but you can't compete in assigned areas. We need Federal laws to change to a competition system; our local "hicks" will never change.
5. Ask Judge Green to get with some rules on Cable TV to foster a better business condition for the consumer.

Thank you,
Robert E. Jones
4801 Willow Lane
Myrtle Beach, S. C.
29575

**TCI-EVANSVILLE**

We're taking television into tomorrow

ACCOUNT NUMBER

02913-906788-04-2

BILLED BY

2/16/93

ED TO

15/93

DATE DUE

DUE NOW

DATE DUE

2/04/93

FOR ~~120~~ N WILLOW RD APTBUSINESS OFFICE: 422-1167
CABLE REPAIR: 428-2477

| | | | |
|------------|-------------------|--------|--|
| 1/15 | BEGINNING BALANCE | 45.05 | COMING APRIL 17TH-18TH HBO FREE |
| 1/28 | RATE CHANGE ADJ | .38 | PREVIEW WEEKEND ON CHANNEL #2. THIS |
| 2/02 | PAYMENT | 17.61- | PREMIUM CHANNEL PREVIEW WILL CONTAIN |
| 2/16- 3/15 | CABLE PLUS | 12.40 | MOVIES RATED R OR NC17. YOU HAVE THE |
| 2/16- 3/15 | BUDGET CABLE | 9.60 | RIGHT TO REQUEST THE CHANNEL CARRYING |
| 2/15 | ADM FEE-LATE PYMT | 4.00 | THIS PREVIEW BE BLOCKED. IF YOU DO |
| 2/16- 3/15 | SALES TAX | 1.10 | NOT WISH TO RECEIVE THIS PREVIEW, |
| 2/16- 3/15 | FRANCHISE FEE | 1.10 | PLEASE CALL US BEFORE APRIL 9TH AND WE |
| 2/15 | BALANCE DUE | 56.02 | WILL BLOCK IT. |

FEB 16 THRU MAR 15, 1993

A \$4.00 ADMINISTRATIVE FEE WILL BE CHARGED ON ALL LATE PAYMENTS.
A \$15.00 FEE WILL BE CHARGED ON ALL RETURNED CHECKS.

93020207

C.B. Schimmelfernig
308 Long Reach Dr.
Salem, N.J. 09466
RECEIVED 9676

F.C.C.

MAR 22 1993

Mass Media Bureau.

Complaints and Investigation Branch
Washington D.C. 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

10 57 1993

92-266

I have noticed that FCC is in the process of writing new rules on rates for T.V. monopolies. I want to alert you to the following.

Carcom Cable T.V. purchased Howee Key Cable Co. in 1989. Since the time of purchase our Cable Cost has increased 59%. The new rate effective 1/1/93 is an increase of $12\frac{1}{2}\%$ over 1992, this is about three times higher than inflation rate.

This increase has been justified by the Company without input from the people as to interest, desire, or sustainability.

The new basic rate for reduced channels (not offered to prior to this year) of 15.95 plus tax appears to be excessive to relative basic cost of other companies in the area.

It seems that good old competition in the area would solve this problem elimination of competition by governments to certain Company breed expensive cost

Sincerely C.B. Schimmelfernig

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93030208
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MAR 22 1993

Jan. 30, 1993

12 Wiggan Ln.

Salem, S.C. 29676

92-266

Federal Communications Commission

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Mass Media Bureau

Public and Broadcasting Branch

MMB
OCT
1993

FEB 3

REC'D

92-266
Jan. 28, 1993

Federal Communications Commission
Mass Media Bureau
Complaints and Investigations Branch
Washington, DC 20554

RECEIVED
FEB 3 10 56 AM '93
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY
RECEIVED

Gentlemen:

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

When I lived in Connecticut, I did not need television. Our reception was good enough to receive at least 6 Channels of major TV programs clearly.

Since retiring to South Carolina, I found I could get only 1 or 2 Channels and had to "subscribe" to Cable TV just to get the News - The basic rate in 1989 was \$17 monthly, when Condon Cable TV purchased our area from Keweenaw Cable. Since that time our annual increases have been 8.8%, 13.2%, 14.3% and in 1993 18.5% - A total increase of 59% since 1989! This is horrendous and an absolute rip off of captive viewers. The basic cost had gone from \$17 to \$26.95

My social security, reflecting national cost of living increases, totalled 19.3%!

The Cable increases are way out of line with fair profit expectations - I'd pay no more. Is there any way something can be done about this?

Very truly yours,
E. Allen Gosline

Edward A Gosline
3 Frigate Dr
Salem SC 29676-9488

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List A B C D E



03020895

RE: Cable Rates

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FEB 6 1993

2-1-93

FCC-ATLANTA, GA

3429 Country Brook Lane
Birmingham AL 35243Federal Communications Commission
3575 Koger Blvd.
Suite 320
Duluth, Ga 30136RECEIVED
MAR 22 1993
9 58 AM '93
92-21

RECEIVED

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Sir or Madam:

I tried to call your office several times, but the line was busy. I am writing to inform you of a rate increase that TCI cable is passing on to its customers. Since the FCC is going to regulate cable operators I understand you are going to monitor and possibly discourage operators to increase rates.

Please investigate this rate increase and let me know that you have. I received this letter and

Federal Communications Commission -
Mass Media Bureau,
Complaints and Investigations Branch,
Washington, D.C. 20554

RECEIVED
FEB 3 10 52 AM '93

RECEIVED

Jan. 30 1993

RECEIVED

Dear Sir:

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Cencom Cable TV purchased Keweenaw Key Cable Co. in 1989. Using the 1989 rate as a base we find that our cable cost has increased 59%.

Our new rate for the basic extended plan, effective Jan. 1, 1993 is an increase of 12 1/2 % over 1992. This is approximately three times higher than the rate of inflation. Cencom has attempted to partially justify this by adding channels without input from the users as to interest, desire or suitability.

It appears that Cencom's recent increases are timed to beat anticipated rate regulation of cable monopolies under the new law. We feel that their rate increases are unfair, excessive and should be rolled back.

Sincerely,

John W. Byrnet III
JOHN W. BYRNET III
43 FOREMAST DR.,
SALEM, S.C. 29676
803-944-1073

cc: [unclear]
[unclear]

EX PARTE OR LATE FILED

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93020201

MAR 22 1993

W. P. SKIRBALL
#3 TOXAWEE TRL.
SALEM, SC 29676

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Madeline
Washington, DC

92-2166

AMERICAN
CABLE
INVESTMENT

FEB 3 10 43 AM '93

RECEIVED

Sirs:

Please be advised that
Cencum Cable TV, servicing
this area with a monopoly,
has raised our rates 59%
since 1990. The channels
that have been added
are junk with no
entertainment or cultural
value.

I would appreciate
you giving this your attention
sincerely

W. P. Skirball, Mr.

Enclosed
100000

92-266

ROBERT F. ACKER



93020190

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MAR 22 1993

Federal Communications Comm.
Mass Media Bureau
Complaints and Investigations Branch
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARYRECEIVED
MAR 3 10 32 AM '93
INVEST

Dear Investigators:

I would like to call to your attention recent rate increases by Cencom Cable TV (Cencom of Keowee 1202 Stamp Creek Rd. Salem, SC 29676). These increases are greatly in excess of the rate of inflation and the last may be timed to beat the possible rate regulation under recent new legislation.

When I signed up for the service, I was told that the rates would be regulated.

93020159

January 29, 1993

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MAR 22 1993

Blue Ridge Cable Television
471 Delaware Avenue
P. O. Box 215
Palmerton, PA 18071

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

92-2166

Dear Blue Ridge:

We are enclosing payment for 1993 with this letter, but would like you to know that we do so with regret. If we had any other viable choice for television viewing, we would not continue our service with you.

The main discontent with Blue Ridge Cable is the rising cost. We have studied our billings since 1987 for a single connection, basic cable service. This is what we found:

| Year | \$/yr | \$/mo | % increase |
|------|--------|-------|------------|
| 1993 | 233.28 | 19.44 | 15 |
| 1992 | 202.80 | 16.90 | 13 |
| 1991 | 179.40 | 14.95 | 15 |
| 1990 | 155.40 | 12.95 | 13 |
| 1989 | 138.00 | 11.50 | 2 |
| 1988 | 135.60 | 11.30 | 10 |
| 1987 | 123.00 | 10.25 | |

MMB
COMM
INVT

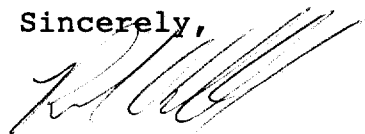
FEB 3 4 16 PM '93

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This also indicates a ninety percent increase from 1987 to 1993. This is outrageous! This does not include any changes in hook-up or service, and very little change in basic service. We might add that our reception is not that good. Some channels are good, but some are poor. And there are frequent interruptions in service. Some are relatively short interruptions, but others are lengthy. Anytime we have tried to call your offices with questions or to report a problem, it is nearly impossible to get through...your lines are constantly busy. Hence, many problems go unreported.

Another problem we have with your service is your accounting. In 1992, we did manage to call through (after many repeated attempts) to question your billing of \$16.90 per month that

Sincerely,



Sharron S. Hall

Richard D. & Sharron S. Hall
609 Pin Oak Lane
Tannersville, PA 18372
(717) 629-4427
Account #0769936

cc: Better Business Bureau
Federal Communications Commission

MAR 22 1993

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MAR 03 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

February 26, 1993

POLICY & RULES DIVISION

92-2166

FCC Media - Policy & Rules
1919 "M" St. N. W.
Washington, DC, 20554

Gentlemen:

We strongly object to our local cable company, Falcon Cable TV (Phoenix, Arizona) continually gouging their customers.

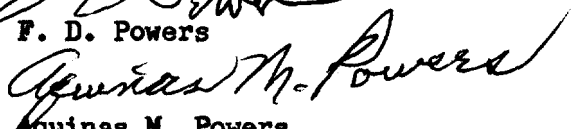
Their recent increase in February 1993 is another example. Although increase of service and fees was only 6.1%, Falcon's basic rate have been considerably higher than most other California locations.

We have compared their charges with those in other areas of the United States and were shocked to learn Falcon's charges are considerably higher.

We would appreciate your enforcement to stop these unacceptable business practices.

Very truly yours,


F. D. Powers


Aquinas M. Powers
590 Baywood Way
Los Osos, CA, 93402

cc of Secretary's
RECEIVED

0

B E C O

Black Elected County Officials

93010601

Organized 1990 St. Louis County, Missouri

January 12, 1993

EX PARTE OR LATE FILED

92-266

The Black Elected County Officials [BECO] of St. Louis County, in Missouri, is an organization whose purpose is to improve conditions for African Americans. BECO is requesting that an investigation be held in the raising of rates by cable companies within St. Louis County.

BECO feels that cable companies are trying to evade the law by rushing through rate increases before the Federal Communication Commission [FCC] enacts the laws for rate regulation.

BECO feels that the raising of rates will have a big impact on the lives of African Americans as well as others. This is an issue of importance and an investigation is warranted. Please take the necessary steps to see that this investigation is conducted.

We would appreciate your timely response to this request, specifically noting whether an investigation will or will not be conducted.

If any information is needed do not hesitate to contact me.

Thanks,

Matthew Knuckles

Matthew Knuckles, Vice President, BECO

RECEIVED
JAN 22 4 00 PM '93
HARRIS COUNTY
CLERK

cc: Ted Hoskins, President, BECO
All BECO Members
Senator John C. Danforth
Senator Christopher S. Bond
Congressman William L. Clay
Senator Richard A. Gephardt
Congressman James Tallent
Buzz Westfall, St. Louis County Executive



City of Austin

Founded by Congress, Republic of Texas, 1839

Municipal Building, Eighth at Colorado, P.O. Box 1088, Austin, Texas 78767 Telephone 512/499-2000

EX PARTE OR LATE FILED

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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

92-266

February 9, 1993

Mr. Douglas W. Webbink
Chief, Policy and Rules Division
Mass Media Bureau
Federal Communications Commission
2025 M Street, N.W.
Washington, DC 20554

Dear Mr. Webbink:

We are very grateful for the opportunity you gave us on February 5, 1993 to share our concerns with you regarding the implementation of Section 3 of the 1992 Cable Act. We are aware of the time constraints placed on your office by this new legislation, and this awareness makes us all the more appreciative that you agreed to see us.

Although we particularly wanted to demonstrate to you the City of Austin's ability to regulate rates, we know that there are many other cities, large and small, who share our ability. While Austin's commitment to obtaining for its citizen-subscribers the benefits Congress intended to give them by passing the 1992 Act is very strong, we feel there are many other communities throughout the nation who are equally committed to this goal.

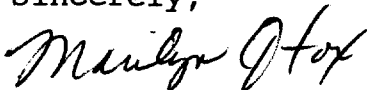
Austin is a Central Texas community of 450,000 people. The City has original jurisdiction under state statutes to regulate rates for gas, electricity, and water. The local traditions of municipal authority over franchise-holders has caused a great deal of misunderstanding and frustration for our citizens because of the City's inability to mitigate what are perceived by citizens as

Letter to Mr. Douglas W. Webbink
February 9, 1993
Page 2 of 2

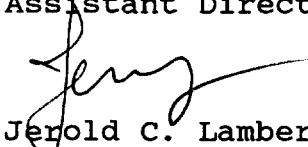
The City of Austin has filed comments in MM Docket No. 92-266 in conjunction with several other communities. These comments are filed in a spirit of helpfulness and cooperation with the Commission. Our comments include a proposed model which establishes that the intent of Congress can be achieved in fairness to both subscribers and operators with a minimum of disruption to the FCC. While the model we propose to implement Section 3 is not perfect, it proves that rate regulation as mandated by Congress, can be achieved by communities with limited resources and sophistication.

Thank you again for the opportunity to discuss this issue with you in person. We would be happy to answer questions pertaining to our comments if you or your staff need any clarification.

Sincerely,



Marilyn J. Fox, CPA
Assistant Director, Financial Services



Jerold C. Lambert
Regulatory Affairs Officer



Edward Delabarre
Assistant City Attorney

RECEIVED



STAR CABLE ASSOCIATES

MAR 22 1993

**100 Greentree Commons
381 Mansfield Avenue
Pittsburgh, PA 15220
Telephone (412) 937-0099
Telefax (412) 937-0145**

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

92-2666

February 16, 1993

Mr. Patrick Donovan
Room 544
Federal Communications Commission
1919 M Street, NW
Washington, D.C. 20554

Dear Mr. Donovan:

I would like to thank you for taking the time on Friday, February 12th, to meet with me and other representatives from our coalition of small cable system operators. I sincerely enjoyed the opportunity to meet you and to take a few moments to describe the unique problems facing Star Cable and our other coalition members.


We at Star Cable are committed to providing quality cable television services to our rural customers, and we hope to expand our service to new rural customers as we have done since the late 1980's. For your convenience as you review these matters, I have enclosed for you a copy of Star Cable's comments filed in the rate regulation rulemaking that describe the various issues we at Star Cable are facing as a small system operator.

Thank you again for meeting with our coalition members. If I can be of any service to you in any way, please do not hesitate to contact me or call me directly at (412) 937-0012.

With best personal regards, I remain,

Very truly yours,

STAR CABLE ASSOCIATES

By: 
Matthew M. Polka
Vice President and
General Counsel

MMP:vas
Enclosure

References